



Problem Resolution Report

CoSD Contract No. 554833
Library E-Rate Program Assets
ES/CoSD 039



Date: June 27, 2018

Summary:

In accordance with the provisions of the IT and Telecommunications Service Agreement No. 554833 (the "Agreement") by and between the County of San Diego ("County") and Enterprise Services, LLC, a DXC Technology Company ("ES" or "Contractor" and hereinafter collectively referred to as "the Parties"), agreement is reached on the Effective Date shown below.

Issue or Problem:

1. Contractor provides internet access for public visitors at selected County sites;
2. The County plans to remove Contractor-provided internet access for public visitors at all San Diego County branch libraries listed in the Attachment 1 to this PRR ("San Diego County Branch Libraries") and replace with services procured through the Federal Schools and Libraries Program ("E-Rate Program");
3. Equipment and circuits funded through the E-Rate Program are not part of the Agreement;
4. County desires to use the Contractor to provide operational and break/fix support for equipment and circuits funded through the E-Rate Program used for internet access by public visitors at the San Diego County Branch Libraries.

Resolution:

1. The following paragraph is added to Section 3.1 - Break-Fix Service Level Reporting Exclusions, of Schedule 4.8 "Service Levels" of the Agreement:
 - Equipment and circuits funded through the E-Rate Program used for internet access by public visitors at the County to the San Diego County Branch Libraries.
2. The following Section 5.2.27 is added to Schedule 4.3 "Operations Services" of the Agreement:

"5.2.27 Contractor shall configure, install, activate, monitor and provide break/fix support to County for equipment and circuits funded through the E-Rate Program, as agreed to and defined in the Standards and Procedures (SnP) Manual for the San Diego County Branch Libraries."
3. County shall pay a one-time fee as defined in the approved Budgetary Estimate for the project management and engineering services required for the configuration, installation and



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activation of the County owned assets procured through the E-Rate Program for the San Diego County Branch Libraries, as listed in the Attachment 1 to this PRR.

4. Any termination of the services procured by the County through the E-Rate Program will be promptly communicated to Contractor in accordance with the terms set forth in the Standards and Procedures (SnP) Manual for the San Diego County Branch Libraries.
5. No activities related to managing the E-Rate Program billing will be provided. Also, any additional activity concerning or related to the County's E-Rate equipment, other than those mentioned in Section 5.2.27, shall be requested and provided via a Service Request
6. Contractor will be authorized to act on the County's behalf in interactions associated with the vendors for the E-Rate Program equipment and circuits.

The resolution of the issue or Problem as described in this Problem Resolution Report shall govern the Parties' actions under the Agreement until a formal amendment of the Agreement is implemented in accordance with the terms of the Agreement, at which time this Problem Resolution Report shall be deemed superseded and shall be null and void.

All other terms and conditions of the Agreement remain unchanged and the Parties agree that such terms and conditions set forth in the Agreement shall continue to apply. Unless otherwise indicated, the terms used herein shall have the same meaning as those given in the Agreement.

IN WITNESS WHEREOF, The Parties hereto, intending to be legally bound, have executed by their authorized representatives and delivered this Problem Resolution Report as of the date first written above.

COUNTY OF SAN DIEGO

By: _____

Name: John M. Pellegrino

Title: Director, Department of Purchasing and Contracting

Effective
Date: 6/27/18

ENTERPRISE SERVICES, LLC

By: _____

Name: Max Pinna

Title: Contracts Manager

Date: June 27, 2018

PRR 039 - Library E-Rate Program Assets - Attachment 1

San Diego County Library Branch Information (As of Feb 14, 2018 - from http://www.sdcl.org/locations_ALL-BRANCHES.html)

ID	Name	Street #	Street Name	Unit#	City	Zip	Phone
7	4S Ranch Branch	10433	Reserve Drive		San Diego	92127	(858) 673-4697
8	Alpine Branch	1752	Alpine Blvd.		Alpine	91901	(619) 445-4221
9	Borrego Springs Branch	2580	Country Club Cr		Borrego Springs	92004	(760) 767-5761
10	Bonita-Sunnyside Branch	4375	Bonita Rd.		Bonita	91902	(619) 475-4642
11	Campo-Morena Village Branch	31356	Highway 94		Campo	91906	(619) 478-5945
12	Cardiff-by-the-Sea Branch	2081	Newcastle Ave.		Cardiff-by-the-Sea	92007	(760) 753-4027
13	Casa de Oro Branch	9805	Campo Rd.	#180	Spring Valley	91977	(619) 463-3236
14	Crest Branch	105	Juanita Lane		El Cajon	92021	(619) 442-7083
15	Del Mar Branch	1309	Camino Del Mar		Del Mar	92014	(858) 755-1666
16	Descanso Branch	9545	River Dr.		Descanso	91916	(619) 445-5279
17	El Cajon Branch	201	E. Douglas		El Cajon	92020	(619) 588-3718
18	Encinitas Branch	540	Cornish Drive		Encinitas	92024	(760) 753-7376
19	Fallbrook Branch	124	S. Mission Rd.		Fallbrook	92028	(760) 731-4650
20	Fletcher Hills Branch	576	Garfield Ave.		El Cajon	92020	(619) 466-1132
21	Imperial Beach Branch	810	Imperial Beach Blvd.		Imperial Beach	91932	(619) 424-6981
22	Jacumba Branch	44605	Old Hwy. 80		Jacumba	91934	(619) 766-4608
23	Julian Branch	1850	Highway 78		Julian	92036	(760) 765-0370
25	La Mesa Branch	8074	Allison Avenue		La Mesa	91942	(619) 469-2151
24	Lakeside Branch	9839	Vine St.		Lakeside	92040	(619) 443-1811
26	Lemon Grove Branch	3001	School Ln.		Lemon Grove	91945	(619) 463-9819
27	Lincoln Acres Branch	2725	Granger Ave.		National City	91950	(619) 475-9880
28	Pine Valley Branch	28804	Old Hwy. 80		Pine Valley	91962	(619) 473-8022
29	Potrero Branch	24883	Potrero Valley Rd.		Potrero	91963	(619) 478-5978
30	Poway Branch	13137	Poway Rd.		Poway	92064	(858) 513-2900
31	Ramona Branch	1275	Main Street		Ramona	92065	(760) 788-5270
32	Rancho San Diego Branch	11555	Via Rancho San Diego		El Cajon	92019	(619) 660-5370
33	Rancho Santa Fe Branch	17040	Avenida de Acacias		Rancho Santa Fe	92067	(858) 756-2512
34	San Marcos Branch	2	Civic Center Drive		San Marcos	92069	(760) 891-3000
35	Santee Branch	9225	Carlton Hills Blvd.	#17	Santee	92071	(619) 448-1863
36	Solana Beach Branch (Earl Warren Middle School)	157	Stevens Ave.		Solana Beach	92075	(858) 755-1404
39	Spring Valley Branch	36	Kempton St.		Spring Valley	91977	(619) 463-3006
40	Valley Center Branch	29200	Cole Grade Rd.		Valley Center	92082	(760) 749-1305
41	Vista Branch	700	Eucalyptus Ave.		Vista	92084	(760) 643-5100